



City of Tempe

TRANSIT OPERATIONS COORDINATOR II+

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	263	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Engineering & Transportation	<i>Salary / Hourly Minimum:</i>	\$56,984
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$76,928
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Financial Services Technician II+
<i>Drug Screen / Physical:</i>	Y	<i>EEO4 Group:</i>	Paraprofessionals

DISTINGUISHING CHARACTERISTICS

This is the full journey level class within the Transit Operations Coordinator series. This class is distinguished from the Transit Operations Coordinator I+ by the performance of the full range of duties as assigned, including identifying and analyzing operations issues related to local fixed route and other systems; developing capital and operating asset needs for transit systems; and leading planning and operational phases of various operations. Conversely, this position is distinguished from the higher-level Senior Transit Operations Coordinator due to the latter's responsibilities over final revenue allocations to contractors of a multi-million dollar contract and responsibilities for enforcing the provisions of the city's contract for transit services with these contractors. Employees at the II-level receive only occasional instruction/assistance as new situations arise, and are fully aware of operating procedures and policies of the work group. Positions in this class are normally filled by advancement from the Transit Operations Coordinator I+ after one year of directly related experience and higher education attainment, or a combination of both.

REPORTING RELATIONSHIPS

Receives general supervision from the Transit Manager and other management staff.

Exercises functional supervision over lower level administrative, technical and/or field staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Requires the equivalent of three years of full-time, transit related experience in one or more of the following areas: transit planning or operations, quality assurance, bus maintenance, scheduling, or intelligent transportation systems.
<i>Education:</i>	Equivalent to an Associate's degree from an accredited college or university with major course work in transportation planning, urban planning, engineering, public affairs/administration, or degree related to the core functions of this position. A Bachelor's degree is desirable.

<i>License / Certification:</i>	Must possess and maintain a valid driver's license.
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ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of technical and administrative duties involved in coordinating, monitoring, and tracking the operations of contracted transit service, as well as to participate in the development and maintenance of transit facilities. Monitors and evaluates contract compliance and is responsible for complaint resolution for the city's local fixed bus routes, neighborhood and other circulator transit systems and paratransit (Dial-a-Ride) services. Works directly with contractor, regional staff and city staff on local and regional operational coordination (e.g. schedule development, proofing, run-cutting, layover and turnaround specifications, detour planning, and event planning and operations). Performs all necessary functions related to fleet/asset management, inspection, tracking.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Coordinate operations for local fixed route, ASU/Tempe Flash system, and the neighborhood circulator system. Work directly with contractor staff on operations planning, implementation, and problem resolution. Monitor and inspect contractor operations so that transit service is provided in a manner appropriate to contractual specifications and city standards.
- Resolve customer service complaints regarding both transit service and bus stop infrastructure; manage customer contact database. Facilitate operational solutions with contractor as needed.
- Manage work order process for the installation, maintenance, and removal of bus stops and associated amenities.
- Collaborate with transportation communications staff and regional partners on public information development, dissemination, and physical distribution.
- Maintain a variety of informational databases on the city's bus fleet, customer complaints, bus stops, and additional assets.
- Coordinate the procurement and installation of various transit related products such as security cameras, bicycle racks, painting, bus wraps, on-board information racks, decals, destination signs, schedule holders for bus stops, other items as needed.
- Assist with the development and implementation of contract monitoring methods to ensure contract compliance and superior customer service.

- Assist in the planning, development, evaluation and modification of fixed routes and neighborhood circulators.
- Assist with the public involvement processes associated with service improvements, modifications, and reductions.
- Participate in meetings with contracted private sector companies, other public agencies and city departments to address transit related issues, needs and improvements.
- Prepare a variety of internal reports and recommendations and assist in the administration of a comprehensive transit/transportation planning program.
- Participate in the planning and operational phases of transit and/or park-and-ride shuttle operations in approximately twenty annual city events of varying size and complexity.
- Identify and analyze operational issues related to local fixed route, Flash, and neighborhood circulator systems; recommend and implement solutions to resolve system issues as appropriate.
- Develop capital and operating asset needs for local fixed routes, ASU/Tempe Flash, and the neighborhood circulator services.
- Prepare a variety of internal and external quantitative and/or narrative reports regarding transit services (e.g., planning, scheduling, operations, and contractor performance), assets, and complaint trends.
- Develop proactive strategies to ensure the protection, preservation and proper maintenance of transit assets including buses, city assets in contractor possession, transit centers, and bus stop facilities and equipment by monitoring, tracking, inspecting problems as well as developing preventative measures.
- Assist in the preparation and administration of transit service contracts including local fixed route service, regional fixed routes and dial-a-ride services.
- Assist in the procurement and application, including the research and development of specifications, for buses and intelligent transportation system (ITS) components such as fare collection system, vehicle management systems, and automatic passenger counting system.
- Lead the planning and operational phases of transit and/or park-and-ride shuttle operations as required.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Lift heavy objects up to 40 lbs. (i.e. installation of bus stop furniture, supply items and misc. facility machinery);
- Move heavy objects with forklift, dolly, etc. (receive and store bus stop furniture, bus shelters, light poles and misc. facility machinery);
- Operate city vehicles (sedans, van, crane trucks, dual axle trailers, sweeper, route trucks);
- Use power tools (i.e., chain saws, rotary disc grinder, drill press, sidewalk boring tool, portable electric generator, power washer with burner, leaf blower/vacuum, floor polisher, extractor, chain hoist, welders, parts washer, hydraulic press, brake lathe, 70 hp vacuum, solder irons, etc.);

- Use tools (i.e. all varieties of hand tools, sin banding tool, plumbing wrenches, rakes, shovels, brooms, wheel barrels, hand saws, pole puller, painting rollers, brushes and sprayers, electrical volt meters, pallet jacks, hand carts and dollies, etc.);
- Climb stairways, ladders, and work on elevated structures;
- Traverse uneven surfaces;
- Traverse long distances during workday with or without an accommodation;
- Other physical labor essential to the classification (assist others in carrying and placing heavy loads such as when installing bus stop facilities; receiving/relocating machinery and supplies at transportation facilities. May need to stand/walk for extended periods while assisting transit operations during special events);
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- Extensive reading and close vision work;
- Work in confined areas;
- Work out-of-doors in inclement weather;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc.;
- Exposure to blood and airborne pathogens; bodily fluids; etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.;
- May require working extended hours;
- May work alone for extended periods of time;
- Operate city equipment (i.e. bucket truck, forklift, scissor lift, knuckle boom, ride one scrubber, right hand route trucks, pathway sweeper, man lift, bicycle (with trailer), vehicle lifts (platform and portable), pressure washers, vehicle vacuums, automatic bus wash machinery, Cryogenic defueling station, nitrogen generator, tire mounting/wheel polishing equipment).

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective May 1998

Revised August 1998

Revised February 2001

Revised July 2001

Revised March 2005 (created flexible classification; changed responsibilities)

Revised January 2017 (add physical/mental activities)

Revised March 2019 (PW Reorg – moved to Engineering & Transp. Dept.)